

WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

FILLING JOBS FAST

ACCOMPLISHMENTS

During the third quarter of FY 99, the West Region filled jobs in an average of 80 days from the initiation of the PERSACT SF-52 to closure. The Army average for this period ranged from 107 days to 112 days.

Review of the staffing process and fill time indicates that the length of time managers take to make selections is creeping upward. We began providing a biweekly report on referral list timeliness to the CPACs this quarter, to increase visibility and solicit support for more timely returns of referrals.

FOCUS AREAS

Goals were established by the Civilian Personnel Operations Center Management Agency (CPOCMA) for the number of recruit/fill actions to be completed each month. The West CPOC has met the goal for three of the past six months. However, we have not been able to reach the goal since its adjustment to a higher level (120% of actions received during the previous month) beginning in April 1999. The Staffing Services Division staff is identifying ways to meet this production goal consistently.

During this coming quarter, we will also focus on analysis of possible causes for the increase in manager time to select, and identify potential corrective actions.



WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

GETTING PEOPLE PAID

ACCOMPLISHMENTS

The Payroll Resolution Team (PRT) continues to be the focal point for all payroll problems in the region. During this last quarter, a biweekly pay problem report was initiated which is sent to all Customer Service Representatives and CPACs, which provides summary information regarding, and status of, pay problems reported to the PRT during the previous pay period.

The number of payroll problems continues to decline; they account for 1.9 per 100 employees serviced for this quarter.

The PRT Standing Operating Procedure for pay problems was finalized after a test period and posted on the region web site.

The PRT also completed a reconciliation of payroll and Thrift Savings Plan data that had mis-matched between the Defense Civilian Personnel Data System and the Defense Civilian Pay System. They processed a total of 1418 mismatched data elements.

FOCUS AREAS

The goal continues to be to eliminate pay problems. During the months of July and August, an intensive quality control effort will take place, coordinated between the CPOC and CPACs, to improve quality of Notifications of Personnel Action and ensure accurate pay.



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STRATEGIC PLANNING AND PARTNERING

ACCOMPLISHMENTS

A civilian personnel partnering and issue resolution seminar was held 21-22 June in Sierra Vista, AZ. All civilian personnel offices (CPO) and CPACs were represented. Ms. Charlotte Eady from HQ Forces Command, the region's lead MACOM for regionalization, shared current regionalization information from the MACOM perspective. The group discussed and resolved many issues, and revisited/revised the region goals and objectives for the civilian personnel program.

A conference was held 23-24 June with all Personnel Systems Managers in the region; 12 of the 13 CPO/CPACs in the region were represented. Discussion focused on issues related to automation usage and improvements.

FOCUS AREAS

A Commanders' Civilian Personnel Advisory Council meeting has been locked in for 8 September, with a follow on meeting on 9 and 10 September for the personnel officers to work issues arising from the commanders' session. MG John Thomas, Jr., US Army Intelligence Center and Fort Huachuca Commander, is hosting this important session, designed to gather feedback regarding the region's success in regionalizing the civilian personnel operations.



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LEVERAGING TECHNOLOGY



ACCOMPLISHMENTS

FASCLASS (Fully Automated System for Classification), an Army-developed system designed to provide web-based access to all Army job descriptions and organizational information, is being deployed on a phased basis in the region. At the end of June, approximately 1/3 of all job descriptions were scanned and entered into FASCLASS. Three sites began using FASCLASS exclusively for classification requirements during the quarter. The target is to complete deployment this year.

The communication line at Sierra Army Depot was upgraded from 56KB to T1 near the end of the quarter. Also during this quarter, the Corps of Engineers installed T1 connectivity between Portland and Fort Huachuca. Both improvements will greatly speed use of the Functional Process Improvements (FPI) and other automated tools.

The region web site was redesigned for a more user-friendly look and feel. Additionally, new reports for CPACs and managers were added to the web page, providing ready access to PERSACT information such as listing of actions in viewing of SF-52s with all associated notes and status remarks.

FOCUS AREAS

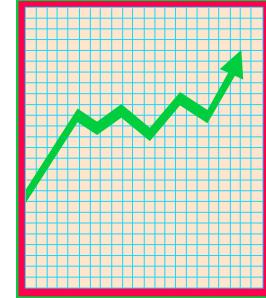
FASCLASS will continue to be deployed. Training is being provided to the CPAC staff and managers, and job descriptions are being electronically added to the database on a daily basis. A regional team is being created to carry out the work needed to be done with the deployment of the Modern Defense Civilian Personnel Data System, which will replace the FPI Suite and the current database. Current Army plans project the deployment of the "Modern System" during the latter half of 2000 for the region. The team will be comprised of staff from the CPOC and CPACs; they will be responsible to identify and manage the activities required to prepare for the transition to the Modern System.

The Information Systems Division will continue to add to the reports on the web site to increase data availability for managers and CPAC staff.

DATA AND ANALYSIS

-- The charts in this part of the report present data for each month of the quarter, as well as a summary for the entire quarter in the following functional areas:

- Section 1: Processing SF- 52s**
- Section 2: Classifying jobs**
- Section 3: Filling jobs**
- Section 4: Processing personnel actions**
- Section 5: Training and developing employees**
- Section 6: Providing information services**



-- Where an Army standard for a functional area exists, the standard is described and performance against the standard is indicated. Each area is assessed as:

Green: when performance meets the standard at least 90% of the time

Red: when the standard is met less than 75% of the time

Amber: if performance exceeds "red" but does not meet "green"

When no Army standard exists, no assessment is given.

-- The term 'backlog' will always refer to actions which have not been completed and are outside of the Army standard.

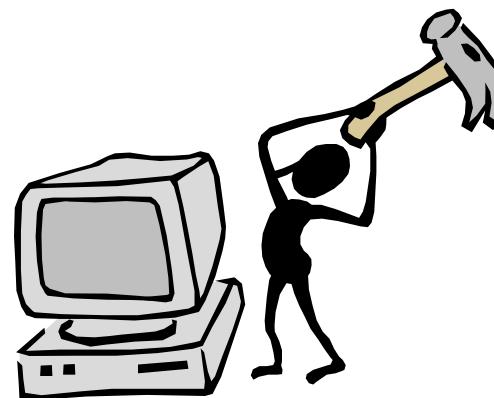
-- Note that the total on hand of all actions will not equal the total of actions on each chart, since data captured varies between programs.

Section 1

Processing SF-52s

Proponent: West CPOC

| Sub-Section | Topic | Remarks |
|-------------|-----------------|--|
| N/A | PERSACT Actions | Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT. |



SECTION 2

Classifying Jobs

Proponent: WCPOC, Classification Division

| Sub-Section | Topic | Remarks |
|--------------------|----------------------------------|---|
| A | Classification Actions Processed | Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory. |
| B | New Position Descriptions | Indicates usage of Army tools for classification. |
| C | 1999 Trends | Provides analysis of volume and timeliness of work for the FY to date. |



SECTION 3

Filling Jobs

Proponent: WCPOC, Staffing Services Division

| <u>Sub-Section</u> | <u>Topic</u> | <u>Remarks</u> |
|--------------------|------------------------------------|---|
| A | Recruitment Activity – Jobs Filled | I llustrates how many jobs are being filled and the status of actions on hand at the end of the quarter. |
| B | Referral Lists Issued | Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued. |
| C | Resumes in Resumix Database | Depicts the number of resumes in the system from external and internal candidates. |
| D | Average Processing Time | Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter. |
| E | Management Feedback on Resumix | I llustrates management feedback on the Resumix process. |

SECTION 4

Processing Personnel Actions

Proponent: WCPOC, Staffing Services Division

| Sub-Section | Topic | Remarks |
|-------------|-----------------------------------|---|
| A | Non-Recruitment Actions Processed | I llustrates processing timeliness and volume of personnel actions processed through PERSACT - to include such actions as resignations, retirements, name changes, and other non-competitive actions. |
| B | Awards Processed | Presents a picture of the volume and value of awards processed. |

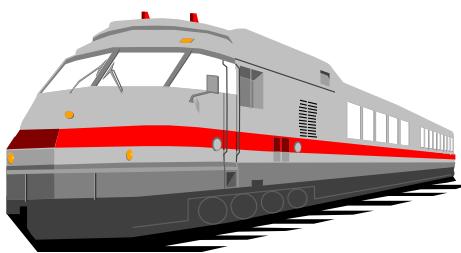


Section 5

Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

| Sub-Section | Topic | Remarks |
|-------------|-----------------------------|--|
| N/A | Training Requests Processed | Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested. |



SECTION 6

Providing Information Services

Proponent: WCPoC, Information Services Division

| Sub-Section | Topic | Remarks |
|-------------|-----------|--|
| N/A | FPI Usage |  <p>Provides data on Functional Process Improvement (FPI) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.</p> |